Arizona Department of Health Services

Today

May/June 1993

ADHS Attracts Major Funding

The Arizona Department of Health Services has been awarded two new grants, one a planning grant for rural areas, the other providing funds to expand immunization awareness throughout the state.

A $100,000 planning grant was awarded by the Robert Wood Johnson Foundation to develop an innovative initiative to improve the distribution of primary care providers in medically underserved areas of the state. Arizona is one of only 15 states out of 44 applicants which was chosen to receive funding through the Foundation's "Practice Sights: State Primary Care Development Strategies Initiative."

Arizona's initiative, called "Improving Primary Care in Arizona" (IPCA), will provide technical assistance to underserved communities to enable them to develop the capacity to identify and address their unique primary care needs. Through public/private partnerships at the state and local levels, the grant project will also identify and advocate for statewide strategies to promote primary care practices in underserved areas.

IPCA was conceived through the collaborative efforts of more than 70 people representing local communities as well as Arizona's major public agencies and private organizations committed to increasing access to primary care in the state.

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GO SUNS !!!

May 6 was "Support the Suns" day throughout state government. ADHS employees came to work in a burst of oranges and purples to show their support. This photograph, autographed by everyone to show their support, found its way to the Suns. From left to right, Sun supporters include: Front row: Barbara Mowder, Mary Lou Park Blish, Donna Witmer, Norma Schubert; Second row: Ling Patty, Barbara McGrath; Third Row: Jan Ladick, Pat Brown, Betty McInerney, Joyce Ready, Eller Tate, Monique Carpenter; Top row: Jim Beutler, Buell Carruthers.

ADHS Implements New Organizational Structure

The Arizona Department of Health Services has been going through an evolutionary process over the past several years as state and department leadership changes have occurred and community needs and legislative priorities shifted. To help the department make the most effective and efficient use of its resources, involve more employee participation in decision making, and better respond to customer needs, the ADHS organizational structure was restructured as reflected in the organizational chart (see insert).

In addition, changes were made in major service area titles and various managerial designations were standardized across "divisional" lines. What were called "divisions" are now referred to as "services." Therefore, the former "Division" of Behavioral Health Services is now, simply, Behavioral Health Services. Those areas designated as "Offices" are headed by "Chiefs." Areas designated as "Sections" are headed by "Managers."

Legislative Update

by Rosalie Lopez

In what was to be a record setting 97-day session, the Arizona legislature worked fast and furious, determined to complete their business in under 100 days. Their efforts paid off, and for the first time in recent memory legislators were able to go home on schedule, adjourning on April 17.

During the 41st session of the legislature, the Department of Health Services worked closely with other state agencies and interest groups on a number of key issues. ADHS staff testified before legislative committees throughout the session and provided technical assistance to both legislators and staff.

Among the bills signed into law by the Governor was HB 2208, which establishes a statewide trauma service network and trauma registry. The Department also supported HB 2148, which creates a state child fatality review team to review suspicious, unexplained or unresolved child deaths. Other bills in which ADHS participated that became law include:

S 1139 Guilty but Insane

Establishes a verdict of guilty but insane; requires individuals who plead guilty but insane to be committed to ASH for a period of up to 30 days for evaluation and treatment.

S 1270 Juvenile Sex Offender Treatment

Establishes a task force to make recommendations on improvements in the treatment of juvenile sex offenders.

S 1318 Nursing Care Institutions (deemed status)

Establishes a demonstration project to allow qualified nursing care institutions to apply for long-term care accreditation.

S 1319 Hospitals on Campus

Allows for the licensure of health care facilities located on the same campus under the same license as the main hospital if operated by the same organization.

S 1350 Newborn Screening

Establishes a metabolic screening program for newborns in Arizona.

S 1406 Minors and Tobacco

Creates a study committee to recommend legislative action to comply with federal mandates to reduce the use an access to tobacco by minors.

ADHS Attracts Major Funding, continued

Project Director Tracy Kirkman-Liff of ADHS' Office of Planning, Evaluation and Public Health Statistics said that Arizona's initiative presents numerous opportunities for the state. "It provides necessary resources to communities that will enable them to identify, own and solve their unique primary health care needs; it provides a mechanism for coordinating existing efforts in community health systems development; and it provides a wonderful opportunity for Arizona to work with the Robert Wood Johnson Foundation and the North Carolina Foundation for Alternative Health Programs, two nationally recognized leaders with a commitment to increasing access to care for rural and underserved populations."

Kirkman-Liff said the funds will support an initial 15-month planning phase from May 1, 1993 to July 31, 1994. During this period, IPCA staff, ADHS and its organizational partners will provide teams of volunteer consultants to work with up to five targeted underserved communities to assess their primary care provider needs and develop a plan for addressing them. Different types of communities (e.g., frontier, border, urban) will be selected for participation during this first phase so they can be used as models for later efforts.

Aetna Foundation announced they will give $329,000 over the next three years to the Children's Action Alliance. Funds will be used to expand Arizona's current statewide immunization-awareness and education campaign being spearheaded by The Arizona Partnership for Infant Immunization (TAPII), an organization established through the leadership of the ADHS and the Governor's Office for Children.

TAPII (pronounced "Tappy") is a partnership of state and county health departments, health insurance companies, private industry, advocacy groups, health care providers, pharmaceutical companies, and health care professionals. The group is working to educate parents that children need to be immunized before they reach school age and to encourage doctors to make getting shots more convenient. Only 47 percent of Arizona's urban children ages two and younger are fully immunized. In rural areas, that figure can drop to 40 percent.

"The campaign so far appears to be having an impact," said Laurie Carmody, the state's immunization action plan director. "Preliminary information indicates that immunization of young children is up about nine percent. We could be up to 60 percent by the end of the year if trends continue," Carmody added.

"Staff funded by the Aetna grant will work with public and private health care organizations to identify and reduce barriers to timely immunizations, to educate parents about the importance of early childhood vaccinations and to advocate for policy changes that will help the state meet its immunization goals," explained Carol Kamin, Executive Director of Children's Action Alliance.

By age two, children should receive three polió shots; four doses of diphtheria, tetanus, pertussis vaccine (DTP); four haemophilus influenza type B shots; and one measles, mumps, rubella shot.

Aetna officials said that investing in children's health makes good financial sense. Every $1 spent on vaccinations saves $10 to $14 in future health-care costs. Arizona's grant is part of a $15 million corporate immunization program Aetna will implement over the next five years nationwide. So far the company

Appointments at Behavorial Health Services

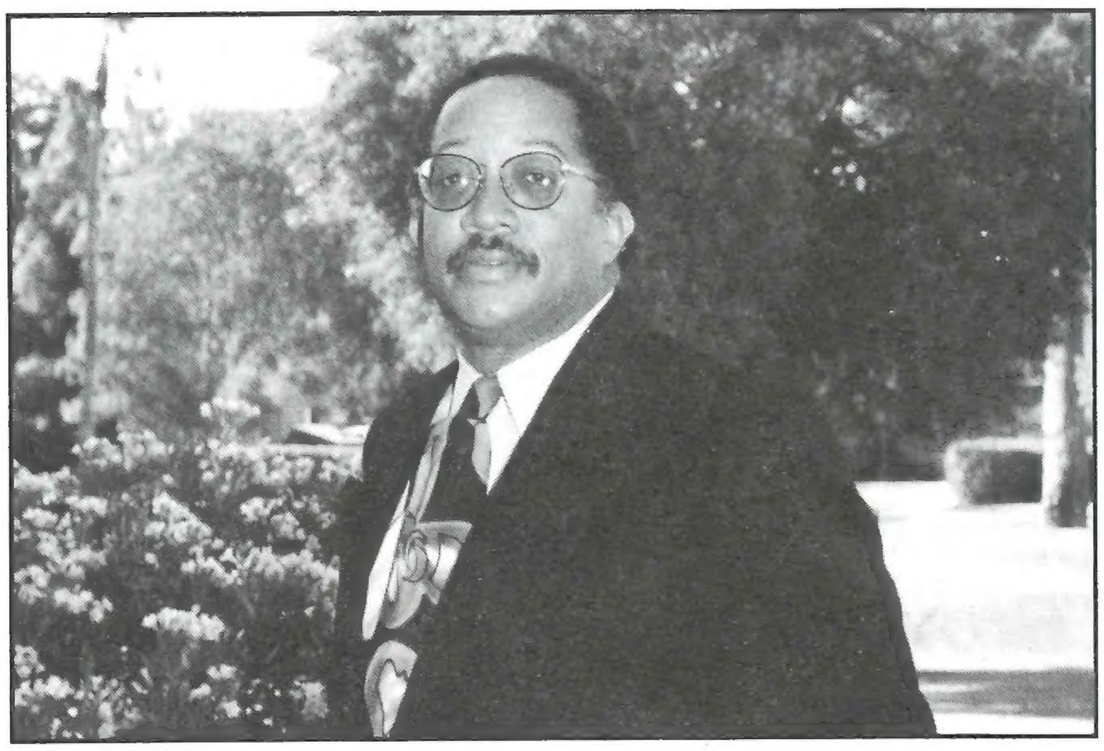
Baldwin Appointed as New BHS Assistant Director

Rhonda Baldwin has joined ADHS as Assistant Director, Behavioral Health Services. Baldwin comes to ADHS with a strong behavioral health background, having worked as Chief Operations Officer at Community Care Network for the six years prior to joining BHS and with her Master's degree in social work. And this isn't the first time Baldwin has worked at ADHS. From 1983 to 1986 she was Executive Assistant to the Director.

Baldwin is enjoying her work at BHS, saying that she is committed to making the statewide behavioral health system work. She accepted the position because the job "seemed like a challenge" and because what Associate Director Charles "Chip" Carbone wants to accomplish fits her philosophical framework.

When asked what she wants to accomplish, Baldwin has a basic, straightforward list. Among her goals are involving more people in the development of policy issues and having their efforts better coordinated; becoming proactive rather than reactive in problem solving and dealing with issues; bringing more clarity to people's functions and responsibilities; and making services more accessible to those we serve by simplifying systems and educating people on how the statewide behavioral health system works.

How did Baldwin end up in the behavioral health field? "I enjoy the field and have a great deal of respect for what people try to accomplish in less than desirable circumstances," explained Baldwin.



SMI Advocate Appointed

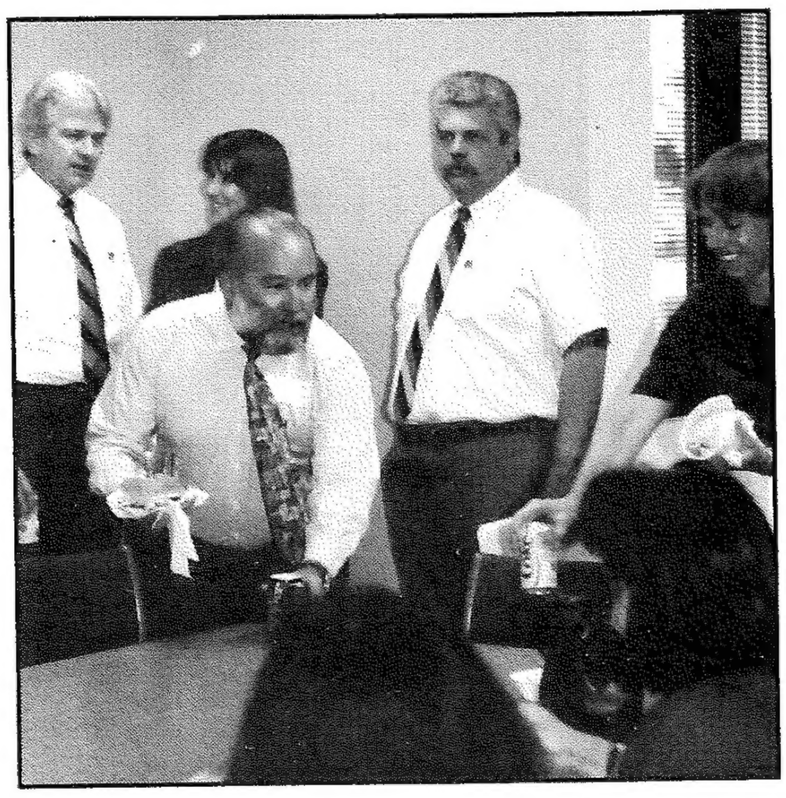
Robert Farmer has been appointed as Chief, Office of Human Rights, in Behavioral Health Services. The position was created as part of ADHS's fulfillment of the *Arnold vs. Sarn* compliance agreement and reports directly to the ADHS Director.

The Office of Human Rights serves as advocate for ADHS and Regional Behavioral Health Authority (RBHA) seriously mentally ill (SMI) clients. Eventually, the Office of Human Rights will have human rights advocates located throughout the state to deal with consumer issues. They will be stationed within the RBHA structure but will be ADHS employees.

"We're delighted to have Bob join our staff," said Behavioral Health Services Associate Director Charles "Chip" Carbone. "Bob and his staff will help us better serve our SMI clients and help knock down any bureaucratic barriers that may have crept into the system."

According to Farmer, his office will serve as a change agent for the seriously mentally ill. "The system needs to be more responsive to the SMI client. We will help in that function," explained Farmer. "DHS is dedicated to ensuring that our SMI clients have access to services that will make them whole."

Before joining ADHS, Farmer held job rehabilitation positions with Goodwill Industries. Prior to that, he worked for 13 years in the Maricopa County Department of Human Resources where he started as associate planner, then ran the independent monitoring unit where he was responsible for checking out fraud and abuse in the system, and ended up running the evaluation and research section.



Dillenberg Presents "Brown Bag Forums"

by Patti Murphy

Bursting with witticisms, analogies and honest observations about the department, Acting Director Dr. Jack Dillenberg has been presenting his "Brown Bag Forums" at the various ADHS locations. Accompanied by other management staff, Dillenberg covers a wide variety of topics which concern employees.

One of the first items he addresses is his commitment as the Director. While visiting Disease Prevention Services, Dillenberg declared, "My goal is to be the best director ADHS has had. I have a public health background and interest and am a director that has come up through the system, meaning, I have a good understanding of it."

During his lively presentations, Dillenberg touches on various issues, from the budget to Project SLIM to procurement procedures. But throughout his talks, one theme consistently emerges--his concern for ADHS employees. As an example, he mentioned working with Project SLIM staff to bring the Total Quality Management process to ADHS. ADHS put together five work improvement teams of about 20 ADHS employees. They are directed to come up with recommendations for addressing issues identified by Project SLIM staff during their diagnostic phase. This way, ADHS will develop the implementation rather than having an outside group, like Project SLIM, develop the plan.

"I'm going to protect people, not positions," explains Dillenberg. "What I want to do is move people who are in positions that are no longer needed into functions we do need--then eliminate the unnecessary *position*, not the person."

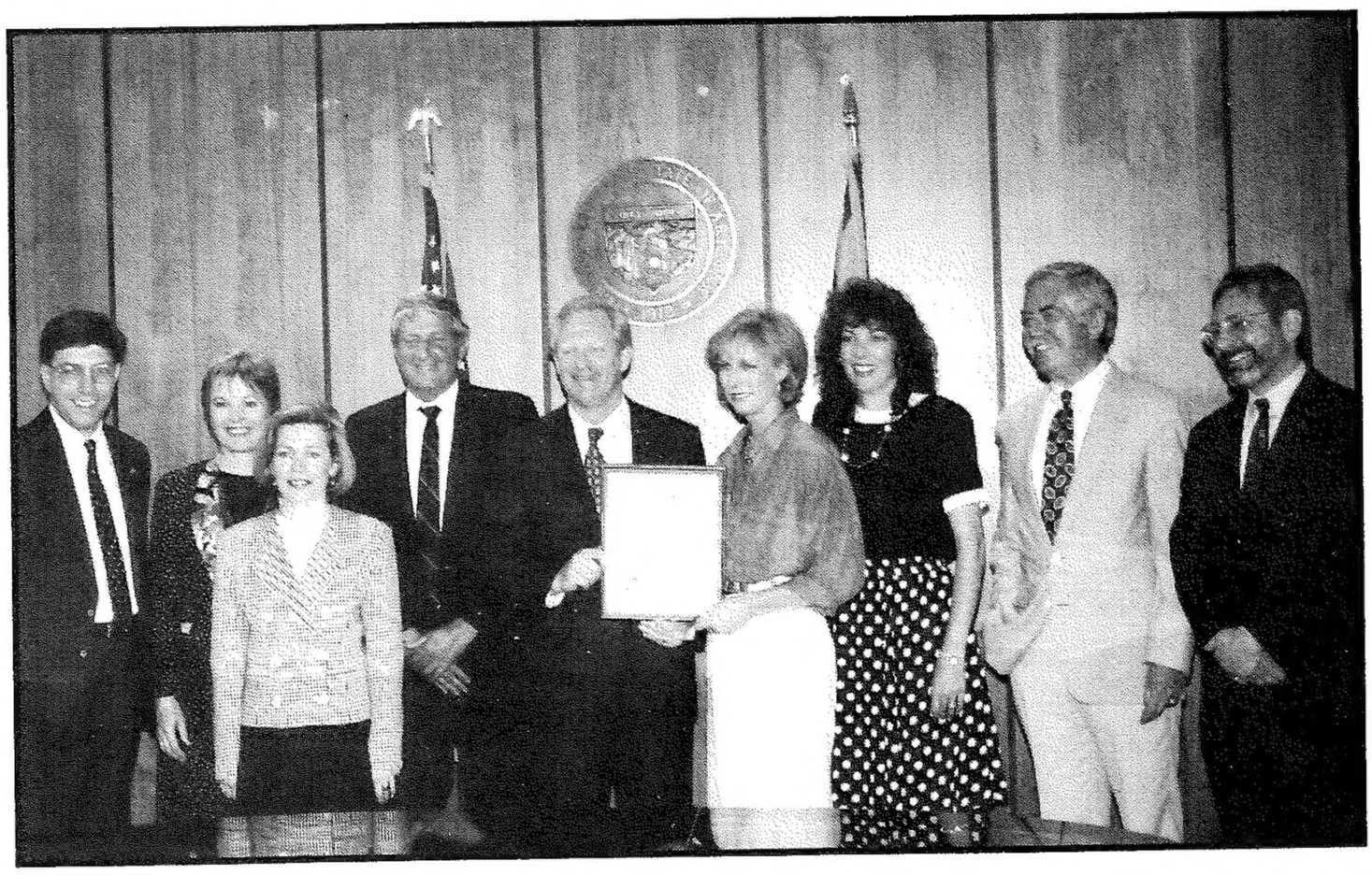
Speaking easily and off-the cuff, Dillenberg sprinkles analogies throughout his talk, at one point comparing ADHS to a boat ("When 80 percent of the boat is leaking, you have to fix that 80 percent, the rest of the boat goes down").

One of his goals is to simplify the system for his employees. Using work improvement teams, one of which is looking at business office and procurement issues, is one way. One idea for simplification might be to allow Assistant Directors to sign off on purchases under $500 rather than sending mounds of paperwork through the system. He also said he is open to suggestions on ways things might be done better, and that he feels a good public image and community relations are important to the Department.

Dillenberg will be presenting his "Brown Bag Forum" at all ADHS locations on a regular basis. He also has instituted "Dilly-Grams," periodic messages over the ADHS E-mail system to keep employees informed about what is going on around the Department.

The Brown Bag Forums and other upcoming ADHS employee activities are being coordinated by the Employee Recognition Committee.

Governor Signs Immunization Proclamation



Laurie Carmody, Immunization Action Plan Project Director, ADHS, accepts Governor Symington's commendation on behalf of The Arizona Partnership for Infant Immunizations Community Awareness Campaign for a job well done during National Preschool Immunization Week.

Looking on are James McPherson, FHP Health Care; Ellen Falke, ADHS; Gail Jacobs, Children's Action Alliance; Andrew Rinde, Association of Community Health Centers; Joanna Shook, Intergroup; Dr. Lawrence Hart and Dr. Lawrence Sands, ADHS.

Trauma Legislation Passed

by Carol Murray

Arizona has been given legislative authority, for the first time, to develop a much-needed trauma system.

House Bill 2208, a trauma system development act, marks the beginning of an action plan that will lead to an organized statewide trauma system. The plan will include hospitals of all sizes, urban and rural providers, medical dispatch, education, and training. Signing ceremonies were held in Governor Symington's office on June 9th.

Trauma, defined as any physical injury, is the leading cause of death in Arizona for children and adults ages 1-37. There is a trauma death every six minutes. Trauma is the fourth leading cause of death for all ages, killing more than 88,000 people in the United States last year and permanently disabling 310,000.

"Many trauma deaths could be prevented by having coordinated trauma care systems in place," states Dr. Patricia Hastings, Medical Director for the ADHS Office of Emergency Medical Services. "Our ultimate goal is to make sure that the right patient gets to the most appropriate facility in the right amount of time."

The leading causes of unintentional trauma are motor-vehicle crashes, falls, fires, burns, and drownings. Arizona ranks in the top ten nationally for high incidence of motor vehicle and fall related deaths, recording 39.7 deaths per 100,000 population.

The new Trauma Bill requires the Medical Director of the Arizona Department of Health Services (DHS) Office of Emergency Medical Services and the State of Arizona EMS Council and Trauma Committee to recommend standards to the DHS Director regarding a statewide trauma system, and establishes a 38-member study committee to report findings and recommendations to the governor and the legislature.

Breast Cancer Diagnosis in Minority Women

by Anne Urban and Patti Murphy

Breast cancer in Arizona's minority women is diagnosed at a later stage than occurs among the state's White women, according to the Arizona Department of Health Services (ADHS) Cancer Registry.

Findings of a recent study show that between 1985 and 1990 over half of the White women in Arizona with breast cancer were diagnosed in the localized or early stage of the disease. However, only 41 percent of African American women, 42 percent of Hispanic women and 48 percent of Native American women were diagnosed in early stages. Similar results have been reported for women nationwide, but this is the first time such data have been analyzed for Arizona.

According to Dr. George Gellert, State Epidemiologist and Assistant Director of the ADHS Disease Prevention Services, the most likely explanation for these findings is that minority women are not receiving early detection services, such as mammography and clinical breast exams. Cancers diagnosed during the localized stage have higher cure rates than advanced cancers, which are more difficult to treat, and result in higher cost to the patient.

"These results are very concerning, as they indicate that Arizona's health care delivery systems are not meeting the needs of our minority populations with regard to early detection of breast cancer," said Gellert. "These data should alert health care providers to the need for stepped-up screening programs targeting these particular patients."

Gellert added that further analysis will determine specific geographical areas of the state where late stage diagnosis is occurring. These data, with input and recommendations from minority communities will be used by the ADHS to develop culturally relevant and specific educational programs to promote early breast cancer screening.

As a part of the effort to address this serious problem, the ADHS has begun the Women's Cancer Control Project as a part of a cooperative agreement with the federal Centers for Disease Control and Prevention. The Project is currently engaged in a three-year planning process to develop a comprehensive breast and cervical cancer screening program focussing on low income and minority women. The planning process includes capacity building in the areas of public and professional education, quality assurance, and analysis of statewide cancer rates. The Project is supported by a statewide coalition known as the Arizona Women's Cancer Network.

For more information regarding the ADHS Women's Cancer Control Project or the Arizona Women's Cancer Network, contact Anne Urban, Project Director of the Women's Cancer Control Project, (602) 230-5945.

ADHS Library Open to the Public

The Public Health Library is aggressively expanding its services to meet the needs of all Arizonans. Accessible are user-friendly literature retrieval system, CD-ROM, biomedical database, Medline and several databases of the Centers for Disease Control and Prevention, and the National Library of Medicine's Loansome Doc project which guarantees electronic document delivery.

The ADHS Resource Database will disseminate information to all public libraries in the State providing the public with immediate dial-up access while a new health educational program invites the public and other government employees to watch videos and films on selected health topics of public health concern.

SLS Provides Pesticide Training in Mexico

by Pat Adler

During the week of April 19, 1993, three State Labortatory staff members visited the Technological Institute of Sonora, Mexico, to present a seminar on pesticide analysis in environmental samples. The visit was in cooperation with Professor Rodrigo Gonzalez Enriquez who directs one of the investigatory laboratories at the Institute.

Daniel Perez, Chemist III in the Organics Section, Patricia Adler, Chemistry Manager, and Christina Finan, Laboratory Technician with the Quality Assurance/Training Office, traveled to Cuidad Obregon, Sonora, Mexico. They trained students, local laboratory staff and instructors on the aspects of sampling, analysis and quality assurance as related to chlorinated pesticides in environmental samples, particularly drinking and waste waters. Cuidad Obregon is located in the predominately agricultural area of the Yaqui Valley where applicators routinely apply large volumes of multiple pesticides to the crops.

What impressed the SLS staff most during their visit was the intense curiosity and eagerness to learn on the part of the students, plus the dedication and concern showed by the professors to both defining and alleviating the problem of environmental contamination. Communication is continuing between the Institute and the State Laboratory staff with tentative plans for another seminar next year.

Broadcaster Roundtable Discusses AIDS

by Patti Murphy

It's called "Broadcasters Respond To AIDS," and it is designed to educate leaders in the Phoenix-area media about various local HIV and AIDS issues. Hopefully it also elicited their support for media-based community education and information programs. Participants included media decision makers--public service directors, news directors, and general managers of stations.

A number of key issues such as AIDS in the workplace, adolescent education, the Hispanic community, insurance issues, and how the epidemic is progressing in Arizona were covered.

Dr. Bob England, Medical Epidemiologist for the Office of HIV/AIDS Services, presented information about case rates, trends in the epidemic, seroprevalence studies, and other issues from the public health perspective.

"The program's goal is to have local TV and radio stations become partners with us in AIDS education," explained Doug Hirano, Chief of HIV/AIDS Services. "By increasing their awareness, we hope to see more AIDS-related programming."

The Office of HIV/AIDS Services worked with the National Association of Broadcasters, Arizona Broadcasters Association, and the Centers for Disease Control and Prevention, in coordinating the roundtable. Patti Murphy, Public Information Officer for the Office of HIV/AIDS Services, provided technical assistance and speaker coordination for the project. The roundtable was held June 15.

Meningococcal Outbreak Identification

by William Slanta

When we talk about public health and prevention services, the Arizona State Laboratory Services (SLS) should be at the top of the list of essential services to our citizens. Identification of the recent Meningococcal outbreak and subsequent mass immunization efforts have their start in the routine testing provided by SLS and its partnering with the department's Disease Prevention Services.

The Arizona State Laboratory routinely accepts isolates of Neisseria meningitidis which are obtained from blood and spinal fluid specimens submitted from clinical and reference laboratories. In January 1993, three samples of Neisseria meningitidis--all determined to be group C, the type later identified to be involved in the Phoenix outbreak--were submitted to the SLS. These isolates were obtained from the Maricopa Medical Center, Tempe St. Lukes Hospital and the University Medical Center in Tucson.

During the month of February, a total of eight meningococcal isolates were received and determined to be the group C. The increase in the number of submissions of Neisseria meningitidis caused the microbiologists on staff, Greg Harter and Gary Cage, to flag this increase--particularly with the same serotype--as unusual.

Arizona Disease Prevention Services staff were alerted, and they contacted the Centers for Disease Control in Atlanta, Georgia. SLS then forwarded the Neisseria meningitidis isolates they had collected to that point to the CDC for further analysis. A test called Multilocus Enzyme Electrophoresis was used to determine if all of the group C isolates were of the same enzyme type. They

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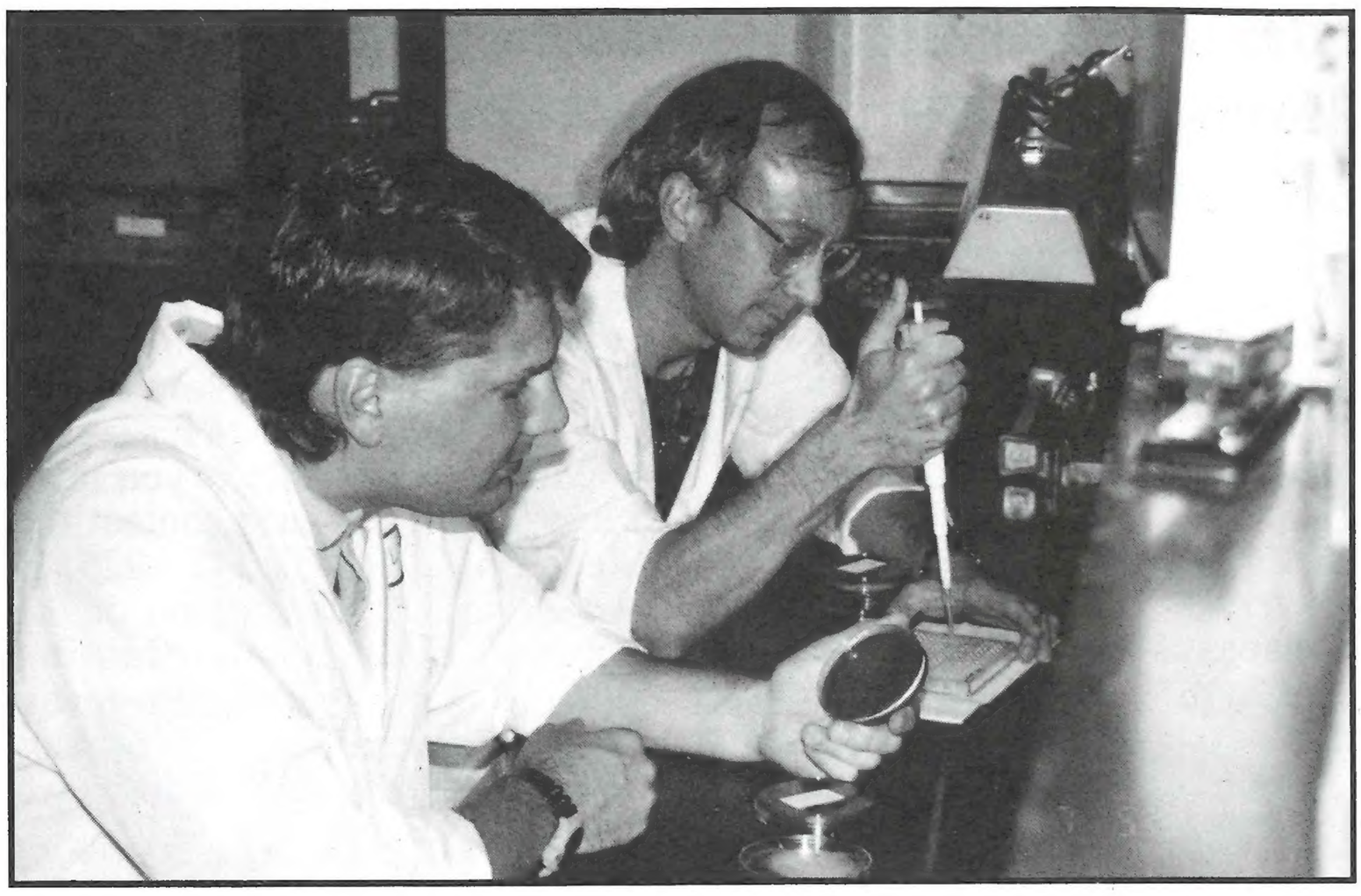
Meningococcal Outbreak, continued

were, which put Maricopa County, where most of the isolations occurred, in an "outbreak status."

Isolate samples are still being collected and forwarded to the CDC. As of May 7, the Arizona State Laboratory has identified 28 isolates of the group C meningococcus from this outbreak. Of these, five isolates were from Pima County and the rest were from Maricopa County. The State Laboratory is continuing to receive samples and the number of isolates is expected to continue to rise.



Bruce Mann and Gary Cage from the State Laboratory.

EMS Staff Judges for VICA

Office of Emergency Medical Services staff judged CPR/first aid participants at the Vocational Industrial Clubs of America Skill Olympics. VICA high school classes are held throughout the state, and students come together annually for tests conducted at the Phoenix Civic Center. Pictured at the testing site with a student "victim" are Lorenzo Henry, Ralph Graves and Victor Dominguez.

HCCRS Staff Honored

Health and Child Care Review Services staff members were honored at a luncheon reception hosted by office chiefs and the assistant director during National Hospital and Health Care Week. Pictured are Virginia Blair, Acting Chief for the Office of Health Care Licensure; Ramona Vosburg, Assistant Director; and Judith Hylton, Chief of the Office of Behavioral health Licensure. HCCRS licenses over 4,200 health care facilities and agencies, including child care agencies and homes, and certifies over 1500 facilities and programs for the federal government.

CRS to Convert to Managed Care Model

by Flo Quinonez

Children's Rehabilitative Services (CRS) will see numerous changes beginning July 1, 1993. The office staff have been working dilligently over the past several months to prepare for the upcoming conversion of the CRS program to a managed care model. Preparations have included the installation of a new computer system, major revisions to the program's business process and amendments to the CRS contracts with the four statewide CRS clinic sites to include physician services.

The purpose of the conversion is to enhance the quality of the program while providing services in a cost effective and efficient manner. The change will shift more of the responsibility for utilization management and quality assurance to the Phoenix, Tucson, Flagstaff and Yuma contractors while allowing the State CRS Office to concentrate on program oversight, policy making and enhanced reporting of program activities to lawmakers and other interested parties.

"The CRS program has a tradition of providing wonderful care to qualified children with special health care needs," explained Lynda Miller, Chief of the Office of CRS." We hope that the shift to a managed care model will allow the program to continue that tradition well into the future by responding to state and federal demands for quality management of cost conscious programs."

Communications Update

Need a Logo?

Response to the new ADHS logo has been very positive. And a lot of people want to use it...on ADHS publications, on items we collaborate with other agencies on, on recognition items, etc. If you need to use the logo, either contact the Director's Office at 542-1025 or your service's representative on the Communications Coordinating Group. They have camera-ready artwork in several sizes. Two-color stickers with the ADHS logo are also available.

Printing

ADHS recently distributed a request for bid to local printing companies. We hope that by July 1, 1993, (or soon thereafter) we will have a contract with a printer to whom we can send most of our business and receive reduced prices. Check with your Communications Coordinating Group representative or call Lupita Garrido, 542-1040, in the Procurement Office if you have printing jobs after July 1 to see which printer was awarded the contract. Our goal is to have quality, service, timeliness and lower prices by directing most of our printing to one vendor.

Communications Coordinating Group

They work behind the scenes to make sure the quality of ADHS publications and coordination between service areas are high. The Communications Coordinating Group has representation from each ADHS service area and has been in existence for almost a year. Members have helped the Director's Office hone the ADHS publications policy, helped put together a readership survey, participated in developing a standardized design for mandated reports and selected newsletters, oversaw the request for bid process and are serving as editorial advisors to the *Today*.

More Moves

Just when you thought you had your Rolodex up to date, along comes another series of moves. As this issue of Today goes to press, we don't have all the new telephone numbers, but we will send them to ADHS staff via E-mail as they are set up.

Moving Date: June 15

Office: Office of Women's and Children's Health currently located at
3008 N. 3rd Street
New Address: 411 North 24th Street (Birch Hall)
Telephone Numbers:
FAX 220-6551
Prenatal Express and Family Practice 220-6531
Children with Special Health Care Needs 220-6525
Newborn Intensive Care Program 220-6540
Hepatitis B 220-6535

Moving Date: Weekend of June 25

Office: Office of Health and Child Care Review Services
New Address: 1647 East Morten

Office: Office of Emergency Medical Services and Health Economics and Cost Accounting
New Address: 1651 East Morten
Telephones: Unknown at press time

Office: Disease Prevention Services including: Office of Assistant Director
Business Office
HIV/AIDS
Infectious Disease Services
Health Prevention and Education
New Address: 3815 N. Black Canyon Highway (old State Retirement Building)
Telephones: Will remain the same.

Office: Offices of Risk Assessment and Investigations and Chronic Disease Epidemiology
New Address: 1400 W. Washington
Telephones: Unknown at press time

Meet Your Management Team

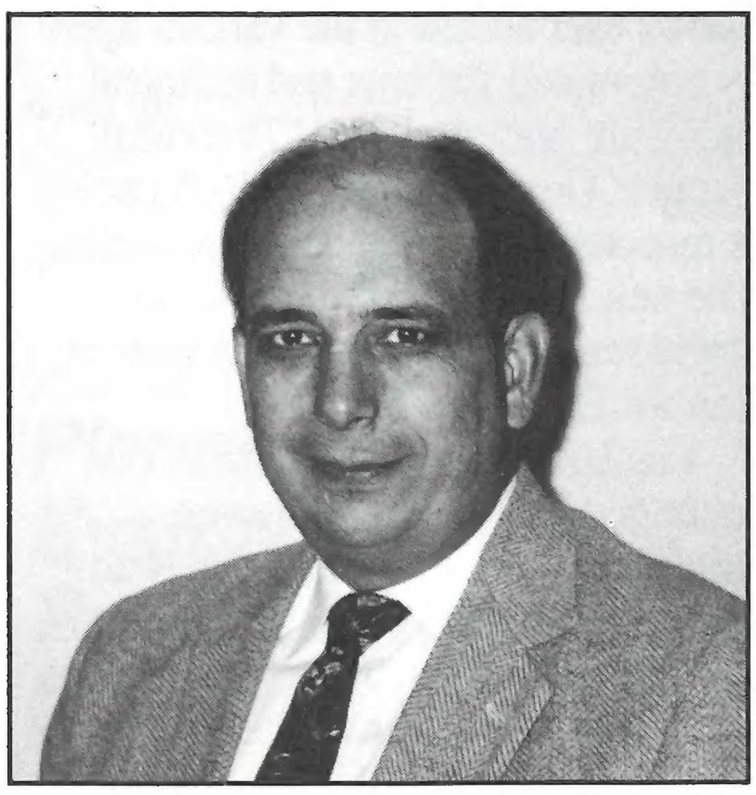
Gregg Jacquin

Gregg Jacquin, Associate Director for the Offices of Intergovernmental Affairs and Legislative Services, joined ADHS in October 1991.

Before joining ADHS, Jacquin worked with the Arizona State Senate as a Policy Advisor to the Senate Minority Caucus and Leadership. Prior to that he served as a Legislative Analyst for the Arizona State Senate. Before joining the Senate, he was Director of Public and Community Affairs for the Mesa Chamber of Commerce where he established the Governmental Affairs Program.

Jacquin's extensive background in legislative matters and his work with other state agencies on a wide variety of public policy issues strengthens our efforts in teaming up with many organizations and individual parties interested in better serving Arizona's public health needs. He is currently active in community public policy.

He received his undergraduate and graduate education at the University of Arizona in Tucson.



Mark Stillion

Mark Stillion, Associate Director for Financial Services, joined ADHS in March 1992.

He held financial and accounting positions with Phoenix Samaritan Health Services and was their Acting Corporate Controller/Assistant Treasurer from 1990 to 1992.

In 1984, Stillion joined the accounting firm of Ernst & Young as an audit supervisor. Earlier, he was a Senior Auditor with Blue Cross and Blue Shield of Arizona.

Stillion received a Bachelor's degree in accounting from Arizona State University and earned his Master's degree in Business from the University of Phoenix.

He is a Certified Public Accountant and has been a guest lecturer at Gateway Community College in Phoenix.

Larry Dannenfeldt

Larry Dannenfeldt, Associate Director for Information Technology Services, joined ADHS in September 1991.

As Senior Consulting Manager with Micon, Inc. from 1988 to 1991, his responsibilities included large scale client conversion planning projects, managing application and software development activities.

He was Director of Information Systems at American Continental Corporation from 1981 to 1988, and prior to that time spent six years as Senior Manager with the MIS Consulting Division of Arthur Andersen & Company.

Dannenfeldt received a Bachelor's degree in information systems management from Northern Arizona University in 1971.

ITS Update

Information Technology Services (ITS), formerly the Office of Management Information Systems, continues to improve the design, maintenance and implementation of the Department's computerized information systems. Staff supports many automated platforms, ranging from micro to mainframe computer systems, to ensure that health-related systems are developed in a cost-efficient manner and meet customer (user) requirements.

ITS is growing at an amazing rate and services are being extended considerably. One of the largest programs the ITS group has worked on is implementation of a new managed care business model for the Behavioral Health Services area which provides more accurate and timely data concerning clients and contract agencies.

The implementation of automated systems to support the new behavioral health business activities required replacing the old BHMIS system with a new Client Information System and out-sourcing a large provider claims processing function to Electronic Data Systems. This is a 12- to 16-month project. The Technical ITS personnel involved, along with approximately 10 contract programmers, are directed and coordinated by Diane Vrenios.

Another large project being tackled by the ITS group is further enhancement of the Family Health automated systems. This work is managed by the Client Server Applications Office, a new unit within ITS. A recent refinement, an interagency procedure for submitting tapes to the Arizona Health Care Cost Containment System, resulted in the recoupment of funds for the ADHS Office of Children's Rehabilitative Services (CRS). In addition, CRS is changing to a more managed care business model, thus creating the need for many automated system changes. This project also requires out-sourcing portions of the system functions.

A statewide communications network is also under implementation. It allows user access to the various agency automated systems and technical hardware platforms. The Technical Support Unit, managed by Bob Dittell, is responsible for this implementation. The new network will allow high speed remote access and data integration for all ADHS systems.

The User Support Center, managed by Katrina Shawver, doubled in size to include LAN administrators from other areas for a coordinated effort. The consolidation has proved effective and E-mail connections were completed between 1740 West Adams and most outlying offices.

A new Help Desk was established to handle questions and problems from computer system users within the Department as well as from outside contracting agencies. Supervisor Marvin Schultz and staff handle up to 100 calls a day to provide services for users stuck in the quagmire of current computer technology.

The Computer Operations Group has been providing service on a 24-hour schedule five days a week, with plans to increase to a seven-day schedule in the future.

The Administration Applications Unit continues to do an excellent job of overseeing the automation functions of all ADHS BULL DPS6000 systems, including Arizona State Hospital, Disease Prevention Services, Financial Systems, Local and Border Health, and Vital Records.

ITS Offices include:

Computer Operations and Administration
Technical Support
User Support Center
Administration Applications
Behavioral Health Services
Client Service Applications

Carol Tang from ITS reviews a new program with Eileen Mitchell, assistant editor for TODAY.

NONE OF US IS AS SMART AS ALL OF US

Together
Everyone
Accomplishes
More

Kudos to the ADHS Staff

Office of the Controller

Thanks from **Jim Buetler**, Controller

...to **Don Madich, JoEllyn Murphree** and the Accounting Office supervisors for the yeoman's effort in coordinating the implementation of the new Uniform State Accounting System (USAS) at ADHS.

...to **Loretta Kuhler** and the Payroll Office staff for keeping on top of the state Human Resource Management System (HRMS), which was installed last year, dealing with the myriad of technical issues and keeping all ADHS employees paid on time.

...to **Mary Lou Park Blish** and Steve **Homan** in the Fiscal Operations Office. State consultants, evaluating state agencies' Indirect Cost Procedures, have made very favorable comments about the excellent manner in which ADHS maintains the proficiency and accuracy of the ADHS Indirect Cost proposals.

State Laboratory

The Office of Licensure and Certification is proud to announce that **Rochelle Rios-Jakeway**, Clinical Program Supervisor, was recently honored by Gerald M. Moskowitz, Regional Administrator for Region IX, Health Care Finance Administration (HCFA). She was presented with the "Regional Administrator's Citation" from HCFA for her demonstration of high quality performance in managing and implementing new Federal regulations.

This award was presented to Rochelle in San Francisco, California, in recognition of her activities in the State of Arizona and her contributions to national deliberations on related policies and procedures.

Flooding problems statewide caused additional work for the State Laboratory, contaminated drinking water and surface water were serious concerns. The workload which seemed to be the most seriously effected was that of the Flagstaff laboratory. On numerous weekends, **Carolyn Parker**, the supervisor of the Flagstaff laboratory, was at work finishing up samples that were submitted on an emergency basis. Carolyn received a "Letter of Commendation" from the Department of Environmantal Quality for her efforts in protecting the drinking water supplies in the communities of Northern Arizona.

Planning, Evaluation and Public Health Statistics

Thanks from **Joanne C. Gersten**, Ph.D., manager of the Office of Planning, Evaluation and Public Health Statistics

... to **Tracy Kikman-Liff**, who heads up the Office's section on Planning and Primary Care. She recently wrote a grant to the Robert Wood Johnson Foundation on improving access to primary care that was selected as one of 15 initial successful proposals out of 44 applicants.

... to **Christopher Mrela**, Ph.D., a wizard with public health statistics and author or co-author of eight annual reports on births, deaths, marriage, divorces and abortions. He also submitted the winning entry for the Department's new logo.

... to **Cristõbal Eblen**, Ph.D., the Office's major asset in research and program evaluation and a key player in outcome evaluation, not only of programs for persons with serious mental illness but also of prenatal care programs.

... to **Morene Gugenberger**, who is invaluable to the process of designating medically underserved and health professional shortage areas and is critically involved in addressing health care needs of migrant and seasonal workers.

... to **Roberta Durfee** for handling the many, day-to-day operations of the Office with competence and a smile.

HIV/AIDS Staff Help Attract Funding

by Patti Murphy

Maricopa County will receive approximately $1 million in federal AIDS funding thanks to the investigative work of the surveillance staff in the Office of HIV/AIDS Services.

Through an intensive three-month case-finding effort, the surveillance staff was able to document a total of 2,100 AIDS cases in Maricopa County, putting the county totals over the 2,000 case requirement of the Health Resources and Services Administration to receive federal emergency relief AIDS funding. The funding is part of the Ryan White CARE Act to help metropolitan areas hardest hit by AIDS.

The effort was helped by a January 1 change in the CDC's AIDS case definition which now includes certain conditions previously not considered as AIDS. By reviewing hundreds of medical records, making presentations to the community and working with health care providers and the county health department, the staff of HIV/AIDS Services located enough unreported AIDS cases to raise the case total from 1,433 as of December 31, 1992 to 2,100 by the March 1993 deadline.

Because the funding is so important to the future care and treatment of persons with AIDS, many newly diagnosed AIDS patients were requesting their physicians to make sure they were reported and counted as part of the case total. This effort, spearheaded by Surveillance Program Manager Denise Boyd, illustrates how the state, the county and the community can work together to benefit public and individual health.

The additional funding will go entirely toward HIV/AIDS care and treatment.

Arizona Programs Receive National Recognition

by Terry Hughes

Two Tucson-based programs were recently recognized as "Outstanding Community Health Promotion Programs" by William Roper, M.D., the Director of the U.S. Centers for Disease Control and Prevention. This recognition was part of the 1992 Secretary's Community Health Promotion Awards program in which nominations were received from all 50 states, the District of Columbia and four territories.

Arizona winners were the C.A.R.E. Fair, sponsored by the Pima County Health Department, and the Southwest Tucson Project, sponsored by Planned Parenthood of Southern Arizona, Inc. The projects were acknowledged for innovation in developing effective approaches to identify and address community health problems with programs that could be evaluated and reproduced elsewhere.

Two other Arizona programs were also nominated and received a "Letter of Recognition for Community Health Promotion." These programs were the Health Appreciation Week, organized by the Salt River Pima-Maricopa Indian Community, and the Healthstyles program conducted by Bashas' Supermarkets.

The Awards were presented to the winning programs at the 16th Annual Arizona Conference on Health Promotion and Disease Prevention and Arizona Public Health Association Spring Meeting on June 18 at the La Paloma Resort in Tucson.

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Today is published by the ADHS Director's Office,
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to keep our employees and friends informed regarding current events happening in or affecting the department. We welcome your comments.
Fife Symington, Governor.
Jack Dillenberg, DDS, MPH, Director (Acting)
Editor: Ellen M. Falke; Assistant Editor: Eileen Mitchell;
Contributing Writers: Flo Quinonez, William Slant, Patti Murphy, Pat Adler, Anne Urban, Terry Hughes, Carol Murray and Rosalie Lopez.
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ADHS Length of Service Recognition

Information Technology Services, Intergovernmental Affairs, Financial Services and Medical and Public Health Services

Five-Year Awards

Paul Arredondo, Wanda Bergman, David Briant, David Christmas, Joan Dalton, Lorraine Figueroa, Francis Glass, Jimmy Howard, Valentina Imig, Loretta Jackson, Ruby Kahnt, Annette Maynard, Betty McInerney, Julia McLeod-Traylor, Clayton Michaud, Thomas Morden, Edward Rothe, Shane Siren, Ann Thaker, and Mamta Vijayasarathi.

Ten-Year Awards

Jeffrey Feck, Vanessa Hill, Alice Plaxco, and John Smalling.

Fifteen-Year Awards

Constance Best, Bruce Broadfoot, Mary Ann Davis, Donald Madich, Mary Jo Mason, Alyce Michas, Joyce Ready, and Kate Smith.

Twenty-Year Awards

Frances Derrick, Sharon Fleetwood, Edward Gallagher, Thomas McGuire, and Ronald Paige.

Twenty-Five Year Award

A. J. (Tony) Perez.

Dr. Jack Dillenberg, Acting ADHS Director, presents a plaque for 25 years of service to A.J. (Tony) Perez, Material and Capital Equipment Control Manager.